

POLICY 2.4

TITLE: IN-SERVICE TRAINING REQUIREMENTS

DATE: OCTOBER 2000

I. Introduction

- A. The New Jersey 9-1-1 Emergency Telephone System Regulations [17:24-2.2(c)2] require "Successful completion of annual in-service training during each year of service following initial certification, consisting of an 8-hour program developed by the local PSAP and approved by OETS to address technical developments and improve the provision of 9-1-1 services."
- B. As with any profession, continued education is vital to remaining current with technical developments and operational changes necessitated by those developments.
- C. In-service training allows the appointing agency, supervisors, and PSAP personnel to assure continued adherence to the local, state, and national requirements and standards of 9-1-1 service. Without regular educational experiences, the Public Safety Telecommunicator (PST) may become less proficient.
- D. Each 9-1-1 Center is responsible for ensuring all PSTs at that facility complete the required in-service training and that an in-service tracking process is established and maintained at the facility.

II. Definitions:

- A. In-service Training:
 - 1. After the initial certification, the PST must meet specified continuing telecommunications education (CTE) requirements to maintain eligibility to work in the PSAP.
 - 2. The State of New Jersey 9-1-1 Regulations require a minimum of 8-hours of CTE following initial certification.
 - 3. The PST's appointing agency shall maintain a training log for each PST (call-taker or dispatcher) which provides evidence of successful completion of the minimum number of CTE hours mandated.
- B. Continuing Telecommunications Education:

1. A program designed and developed to provide the PST with applicable educational topic experiences which will enhance their general knowledge and skill in the philosophy and application of the 9-1-1 program within the 9-1-1 agency.
2. Training and other educational activities designed to address issues based on quality assurance findings and to remediate weaknesses identified during call reviews.
3. Retraining to correct errors or deviations from the agency's standard operating procedures.
4. Educational opportunities designed to enhance the PST's performance and to broaden the PST's scope of knowledge in the field of public safety emergency communications or related fields.

III. Continuing Telecommunications Education (CTE) Objectives

A CTE program must be organized around the standards of care, practice, and responsibilities of the PST and meet the following objectives:

- A. Maintain and develop the PST's understanding of incident types and the priorities necessary when performing caller assessment and prioritization of calls.
- B. Maintain and improve skills in providing telephone instructions offered in the scope of the PST's training.
- C. Maintain knowledge of telecommunications systems as well as seldom used technical aspects of the system such as telephone patching, TTY operation, emergency alerting procedures, etc.
- D. Provide opportunities for discussions, skill practice, and critique of skill performance.
- E. Review and understand issues and findings identified by the dispatch quality assurance process.
- F. Maintain a current understanding of the evolving science of public safety emergency call taking and dispatching methods, procedures, techniques, and standards as well as evolving technologies and procedures within the field.

IV. CTE Methods, Topics, and Hours Applicable Toward In-service Training Credit:

- A. Scenario Drills and Role Playing--maximum of eight instructional hours credited per year or 24 hours per three year period.
 - 1. Practical training and role playing using the agency's call guides, equipment, or related to the skills of a PST.
 - 2. Review of essential telecommunications skills such as telephone scenarios involving children, hysterical callers or other special situations.
- B. Planning and Emergency Management Activities--maximum of four instructional hours per year or 12 hours per three year period.
 - 1. Active participation in local planning or meetings including general organization for disaster mass casualty and HAZ-MAT related incidents.
 - 2. Active participation in mass casualty and HAZ-MAT drills.
- C. Call Review Activities -- maximum of four instructional hours per year or 12 hours per three year period.
 - 1. Quality assurance/quality improvement case review.
 - 2. Planning and analysis of issues or findings identified by dispatch QA/QI, theoretically or in practice.
- D. Audio/Visual Programs--maximum of two instructional hours per year or 6 hours per three year period.
 - 1. Films, audio or video tapes, or other media broadcasts which illustrate or review proper public safety telecommunications procedures.
- E. Didactic Lectures--maximum of two instructional hours per year or 6 hours per three year period (Elective Credits).
 - 1. Teaching the general public (schools, scouts, clubs, or other civic or religious groups) any topic within the scope of the 9-1-1 program.
- F. Group Training--Maximum of eight instructional hours credit per year or 24 hours per three year period.
 - 1. Participation in workshops, classes, or seminars related to 9-1-1 or public safety telecommunications.

2. Programs offered by the PST's agency, educational institutions or training vendors covering topics related to public safety telecommunications legal issues, or other topics which are directly related to the function of a PST.
 3. CPR recertification classes - maximum two instructional hours credit per recertification period.
- G. Self-paced Study Programs--Maximum of four instructional hours per year or 12 hours per three year period.
1. Home study offered by training vendors and various professional journals.
 - a) One hour of CTE credit will be allowed for each component completed.
 - b) Titles must pertain to public safety call taking, dispatch or telecommunications technology.
 - c) In order to receive CTE credit, proof of successful completion of the component, will be required.
- H. Field Experience--Maximum of two instructional hours per year or 6 hours per three year period.
1. Ride along program with paramedic, ambulance unit, fire unit, or law enforcement unit, to gain insight into issues from the field responder's perspective.
- V. CTE Program Approval
- A. In order to receive CTE credit approval, the training agency must submit the following items to the Office of Emergency Telecommunications Services (OETS):
1. A copy of the course outline indicating the topics to be presented.
 2. A listing of the objectives of the course.
 3. A course schedule indicating the number of hours for each component of the course.
 4. A copy of any written or practical exams to be administered.

- 5. The instructor's title and certifications as they pertain to the presentation of the course material.
 - B. OETS may request a copy of any texts, videos, or other training aids to be employed in the presentation of the program.
 - C. OETS will determine the number of CTE hours to be credited and whether the course content meets program requirements.
 - D. The agency or institution requesting program approval will be notified of the course approval and in-service/CTE credit determination. In the event that approval is denied, the agency will be notified of the deficiencies or problems found with the program.
- VI. In-service CTE Tracking
- A. Each PSAP shall maintain a record of in-service CTE hours completed during each recertification period.
 - B. Tracking of CTE hours may be accomplished by utilizing the State of New Jersey PST and EMD Certification Record and In-service CTE tracking form (Attachment 9) or by use of a form developed by the 9-1-1 agency which contains at a minimum all information on the State form.